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SEP 24 2004

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: TAM et al.

Attorney Docket No.: ACC1P001

Application No.: 09/550,706

Examiner: Shaffer, Eric T

Filed: April 17, 2000

Group: 3623

Title: ON-LINE APPOINTMENT SYSTEM

**CERTIFICATE OF FACSIMILE**

I hereby certify that this correspondence is transmitted via facsimile to: Commissioner for Patents, Alexandria, VA 22313-1450 on September 24, 2004.

Signed:



Printed Name: C. Douglass Thomas

**AMENDMENT E**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated May 28, 2004, and a subsequent Communication dated September 9, 2004, please amend the above-identified patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begin on page 2 of this Amendment.

**Remarks/Arguments** begin on page 13 of this Amendment.

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